

Product Manager

Caxton FX is searching for an experienced Product Owner/ Manager to determine the customer experience, facilitate product decisions, and to ensure the successful operational delivery of all current and future products and services.

About the company

Caxton FX is a foreign exchange company that has become an entrepreneurial success story. From launch our ethos has been to offer excellent value for money and great customer service. Our growth is testament to the fact that we have delivered on that vision from day one.

Caxton FX was founded in 2002. Since then, it has grown from one man and a phone to a business that turns over circa £750 million. Our analysts are widely quoted in the UK press on currency issues and with over 200,000 clients, we remain focused on delivering excellent customer service. Caxton FX has been defined as one of the 50 businesses leading Britain based on outstanding growth at a pace 73 times greater than the National Average.

At the heart of our success is our people. Caxton FX is a people business and our successful growth has largely been a result of the outstanding relationships we have established with our growing base of customers.

The Caxton culture is open, honest, hardworking, professional and fun. With approximately 100 staff the company is going through an important growth phase which is focused on new product launches and geographical development. We want to hire the very best people to support our ambitious growth plans. Through educational and training initiatives we support each individual throughout the development of their career with the intention of stretching each one to a high standard of excellence.

The role

This is a highly visible and influential role within the business. Working closely with the IT, marketing and the card operations teams, you review product features, establish business benefits and fully understand the UX. You will identify problems and guide the business on how to rectify any queries on the elements of the card programme, and champion improvements along the way.

This role owns the UAT test process as well, from the perspective of a customer. This includes making sure the UAT test coverage is adequate to ensure quality of the customer facing release.

The role will be included as CAB approver for all changes.

On a strategic level, you will create a business model, develop the product roadmap, and describe the user experience. You will understand the user and customer needs, and collaborate with the development team to ensure these are met accordingly.

Key Outcomes:

- Increase in profitability of existing products to developing new products for the company
- Successful operational delivery of Caxton FX's current and new products and services

You will have recent experience in a Product Owner/ Manager role, with strong skills in user observations, problem interviews, competitor analysis, business modelling, product roadmapping, personas, user stories, scenarios, design sketches, product demos, user tests, metrics and analytics, and release planning. You will have excellent communication skills, with the ability to question and challenge business owners' requirements, to ensure they are viable, whilst continuously managing expectations.

Benefits

A competitive salary dependent on experience

20 - 25 days annual leave
Dependent on length of service

Contributory pension scheme (from 1st April 2015)

Choice of private medical insurance or health cash plan

Cycle to work scheme

Childcare vouchers

Educational bursary to support professional development

Work environment

A dynamic open plan environment in the heart of central London

Free breakfast; fruit delivered weekly and cakes on your birthday.

Regular social events - including Vodka rounders in Hyde Park, regular table tennis competitions and Christmas Party

Games room with table tennis table